



Pride in Place: Research, Community Engagement & Communications Specialist

Job Description

Location: Address TBC but initially Citizens Advice North Lancashire, Oban House, 87-89 Queen Street, Morecambe, LA4 5EN
Out in the community

1. **Reporting to:** CEO until Pride in Place Manager recruited
2. **Reporting to the Research, Community Engagement & Communications Specialist:** N/A
3. **Main Purpose of the Job:**
 - a. To become a trusted face of the Pride in Place project, using initiative and showing confidence, whether dealing with the public, staff, or any other stakeholder
 - b. To ensure the community's voice is central to the Pride in Place programme, informing the decisions of the Board, fostering community attachment and helping build a stronger community that empowers residents to engage
 - c. To foster ideas for future requirements for the programme, delivering these with the team, as well as reviewing the impact of any activity carried out via the Pride in Place project
 - d. To understand the current situation in the West End of Morecambe, and to understand and monitor current activity to avoid duplication of effort

Note: Employment is with Citizens Advice North Lancashire but day to day activities and tasks are Pride in Place branded and run. You will not be working as a Citizens Advice adviser at any time.

Main Duties & Responsibilities

The following will be managed and monitored using Specific, Measurable, Achievable, Realistic, Timed SMART objectives, mutually agreed with line manager based on strategic and operational plan of the Neighbourhood Board.

Research

- Conduct detailed research via surveys, focus groups, or any other data collection method that allows insight into current community concerns, desires, ambitions and activity in the West End.
- Research will be conducted where people already are and could be aligned with community engagement events such as coffee mornings, or individual data collection tasks.
- Engaging with residents is key to this role and will be your primary focus.
- Use the Expert Panel as part of your research as appropriate.
- Present research to the Board

Communications

- Implement the agreed Communications Strategy taking into account digital exclusion and local literacy levels
- Plan and execute resident specific community engagement via methods such as printed, digital and audio newsletters, podcasts, email updates, social media posts, social media events, press releases and posters etc, taking into account digital exclusion and local literacy levels
- You will communicate to the relevant stakeholders the impact of the Pride in Place project whether that's internally to management, staff or the Board, or externally to Lancaster City Council, the Ministry for Housing, Communities, and Local Government (MHCLG) and the wider community
- You will coordinate the creation of, present and distribute regular impact brochures that summarise the impact of Pride in Place. The information included in these brochures will be based on your research and the outcomes of project delivery

Relationships

- Be a trusted and confident member of the Pride in Place community, ensuring compassion, understanding and empathy are paramount
- Build and sustain good relationships with all stakeholders, especially those highlighting the community voice
- Build and sustain a good relationship with both the Expert and Community Voice panels and be a familiar person who is non-judgemental. You will liaise with the relevant panel depending on the type of research or communication you are carrying out

Compliance

- Be compliant with data protection laws and use acceptable accessible methods of data collection so not to discriminate or exclude
- You will ensure compliance with systems, policies and procedures including but not limited to GDPR, Safeguarding, EDI, and Cyber Security
- You will follow agreed financial procedures as set by your line manager and/or the Board

Training & Development

- Identify and implement your own training and development needs
- Keep up to date with legislation and policies and procedures relating to specified areas
- Attend relevant internal and external meetings as agreed with your line manager
- Prepare for and attend supervisions and team meetings as appropriate

Other Duties & Responsibilities

- Be prepared for pre-agreed out of hours working to attend community events and presentations etc. Flexibility to accommodate community engagement is required as part of the role
- Ensure compliance with Equality and Diversity policies for both Citizens Advice and Pride in Place
- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service
- Abide by Health and Safety guidelines and share responsibility for own safety and that of colleagues and volunteers

Note: *This job description does not constitute a 'term and condition of employment' and does not form part of the employment contract. It is provided only as a guide to assist the employee in the performance of their job. It is not intended to be an inflexible list of tasks and may be varied from time to time, in line with business objectives and service needs, after consultation and discussion with the post holder, in accordance with current policy and practice.*